MARINE RESCUE NEW SOUTH WALES

MARINE RESCUE
NEW SOUTH WALES
Registered Training Organisation

Member Induction

MRNSW Overview

Document Owner

Marine Rescue NSW has prepared this document.

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Introduction

Welcome to Marine Rescue NSW.

By joining our proud organisation you have become one of a team of committed emergency service volunteers who are dedicated to saving lives on the water.

There's a job for almost everyone at one of our 45 units, including:

- Rescue Vessel Crew
- Radio Operator
- Fundraiser
- Trainer
- Administration
- Publicity
- Community Education

We're confident you'll find a role or roles that will enable you to put your existing skills and the new qualifications you'll gain through our professional training programs to good use.

Just as importantly, by becoming one of our members, you'll have the satisfaction of working side-by-side with other like-minded volunteers to give something back to your community.

MRNSW wouldn't exist without the tremendous energy and service of people like you, and I thank you for your time, energy and commitment to serving your community.

This 'overview' document is an important part of your formal induction training; it aims to provide you a snapshot of our organisation, how it operates and the opportunities available to you as a member. Throughout your time with MRNSW support will always be available from your fellow members, Unit Executive and Headquarters personnel.

All the best and welcome to the team.

Stacey Tannos ESM
Commissioner

New Member Process

Key paperwork and expected timeframes

The following documents/forms and activities are required for new or prospective members.

Document / Activity	Process / Details	Timeframe
Membership Application Form (MR 400)	Once submitted to the Unit the Form will be sent to Headquarters for processing	Processed within 2 weeks once received by HQ
National Police Checking Service Application Form (Crimtrac)	The Crimtrac Form is processed externally and previous criminal history is assessed. Any issues are raised directly with the prospective member	Up to 6-8 weeks
Induction Presentation and Base Tour	Conducted by an authorised unit officer with prospective or new members	Mandatory for all new members. May also be delivered to prospective members as an introduction or recruitment initiative
WHS Induction Checklist	Completed by the member with an authorised unit officer	Completed as part of the unit induction
Training Enrolment Form	Completed by the member to register in the Training Management System (TMS)	Completed as part of the unit induction
Trainee Handbook	Provides information about the training process	Provided as part of the unit induction

Activities while awaiting outcomes of membership application and Crimtrac

MRNSW Members occupy positions of great trust in our community and organisation. It is for this reason that the criminal record history is checked for all new Members, and until the process is complete, activity within the Unit is limited to general unit introduction activities (if under constant supervision of an authorised unit officer). No access keys/passes to any buildings, equipment or data/information is able to be provided at this point, however, applicants may be added to communication distribution lists (newsletters etc).

If the Crimtrac report reveals concerning criminal history information this will be kept in confidence by a select number of authorised personal at MRNSW Headquarters. The results will form part of the assessment to determine eligibility to become a Member of MRNSW. Only once the Crimtrac check has cleared can a 'Provisional Member' commence normal unit and organisational activities.

Provisional Membership

Among other requirements, Provisional Members need to serve six months before being considered for full 'Regular' membership. The requirements and responsibilities of Provisional and Regular Members of MRNSW are set out in the MRNSW Constitution (Part 3), which is available on the website: marinerescuensw.com.au

After a minimum of six months' service the Unit Executive must review and consider whether to approve a Provisional Member's transition to become a Regular Member. In its deliberations the Unit Executive considers:

- Whether all of the criteria for becoming a Regular Member under the Constitution have been met
- Whether, in the opinion of the Unit Executive, the Provisional Member will be an asset to MRNSW

The acceptance of a new Regular Member is to be formally recorded in the Unit minutes. If warranted, the Unit Executive may elect to terminate membership or extend the probationary period (setting realistic and fair goals and milestones for the Provisional Member to achieve).

Please note: Provisional Members can start full operational roles once qualified (when a rating is gained).

Please note: Provisional Members are not eligible to vote in either Unit or Board elections.

Our Organisation - Volunteers saving lives on the water

Marine Rescue NSW is an essential volunteer emergency service committed to safer boating and saving lives. Marine Rescue Units provide a number of vital safety services to the NSW boating community, including:

- Swift, coordinated 24/7 marine emergency response
- Continuous monitoring of marine radio frequencies along the NSW coastline
- The state's only Log On and vessel tracking service for recreational boaters
- Public boating safety education and awareness programs

These vital services are delivered by more than 3,000 volunteer members in 45 units along the NSW coastline and inland on the Alpine Lakes and the Murray River. Our dedicated personnel collectively contributed more than 618,000 rostered volunteer hours to frontline duties in the past year (not including the hours contributed to emergency callouts, training, fundraising, community education and unit administration).

In 2014-2015 Marine Rescue NSW volunteers responded to 3,001 vessels in distress on the water, including 775 in life-threatening emergencies. In addition, its Radio Operators handled 310,342 radio transmissions and Logged On 70,243 vessels to monitor their safety on the water.

Marine Rescue NSW Outcomes 2014 - 2015	
Search and Rescue Emergencies	775
Persons Rescued	*1,526*
Vessel Assists	2,226
Persons Assisted	*4,102*
Number of Radio Calls	308,432
Number of Vessel Log Ons	70,243
Persons Supported	*186,184*

Strategic Direction

The 2015-2018 Strategic Plan provides a framework that will set our goals and direct our priorities over the coming three years in order to fulfil our mission to save lives on the water. It aims to build on the significant success achieved by the organisation under the previous plan, reflect the importance of our life saving work and also highlight the opportunities available to Marine Rescue NSW to bolster its position as a world-class marine rescue organisation.

The plan sets out how we intend to meet our challenges and deploy our people, equipment and other resources to meet existing and growing service demands in the most efficient and effective manner possible. In consultation with its units, members and partners, MRNSW has adopted four strategic objectives that will act as 'pillars' to underpin how the organisation focuses its efforts. Each pillar sets key goals Marine Rescue NSW is committed to achieving by June 30, 2018 and the key corresponding initiatives to help deliver these.

VISION
(WHAT WE ASPIRE TO)

Provision of a world class volunteer rescue service to prevent injury and death on NSW waterways

MISSION
(WHY WE EXIST)

Saving lives on the water

STRATEGIC OBJECTIVES
(WHAT ARE WE TRYING TO ACHIEVE)

- A motivated and professional volunteer membership, able to meet current and future demands **(OUR PEOPLE)**
- The provision of a world-class 24/7 volunteer-based rescue, communications and safety education service **(OUR SERVICE)**
- A leading volunteer-based emergency service, acting collaboratively at all levels and with our partners and stakeholders **(OUR ORGANISATION)**
- Application of sound business principles to ensure the long-term financial and management sustainability of the organisation **(OUR BUSINESS)**

VALUES
Our values shape who we are, what we do and the way we do it

SERVICE	*Volunteers dedicated to boating safety and saving lives*
TEAMWORK	*Working together to face our challenges and achieve our goals*
PROFESSIONALISM	*A constant focus on accountability, transparency and excellence*
RESPECT	*Living a culture of respect for our people, the community and the environment*
HISTORY	*We will always look to the future but we will never forget our past*

In everything we say or do, we will:

- *Recognise and respect the commitment, volunteer ethos and courage of **our people***
- *Foster a culture of professionalism and excellence in how we provide **our service***
- *Celebrate and promote the significant role that **our organisation** plays as an emergency service*
- *Innovate and embrace opportunities for continuous improvement in how we manage **our business***

Organisational Structure

MRNSW Board

MRNSW is governed by a Board of elected Directors:

- Three General Directors are elected by all members
- Six Regional Directors are elected by the members in their respective regions
- The Board elects its Chairman annually
- The Board determines strategic policies and directions for the organisation

MRNSW Staff

Based either at MRNSW Headquarters in Cronulla or regionally, the staff work to support our Units and the organisations objectives across the following departmental areas:

- Finance
- Governance
- Fleet
- Emergency Systems / Radio Communications
- Corporate Services, Media & Marketing
- IT and Business Development
- Training and Education
- Member Services
- Administration

MRNSW Regions

Six (6) regions make up MRNSW: *Northern Rivers, Mid North Coast, Hunter-Central Coast, Greater Sydney, Illawarra and Monaro*. Units within each region work closely together to support each other, maximise efficiencies and share personnel and resources.

Each Region is supported locally by our Regional Controllers & Regional Training Managers.

MRNSW Units

A Unit is managed by a Unit Executive, led by the Unit Commander. Both the Unit Commander and Deputy Unit Commander are elected by the unit membership (two year terms). Other Unit Executive positions are appointed by the UC and include: Treasurer, Administration Officer, Training Officer and Training Systems Officer (among others).

Funding

MRNSW is not a Government agency but an independent community-based organisation. We are grateful to receive welcome financial support from the following sources:

- The NSW Government, in the form of an annual grant
- The boating community, through a levy on boat registrations and licence fees
- Donors, sponsors and grants

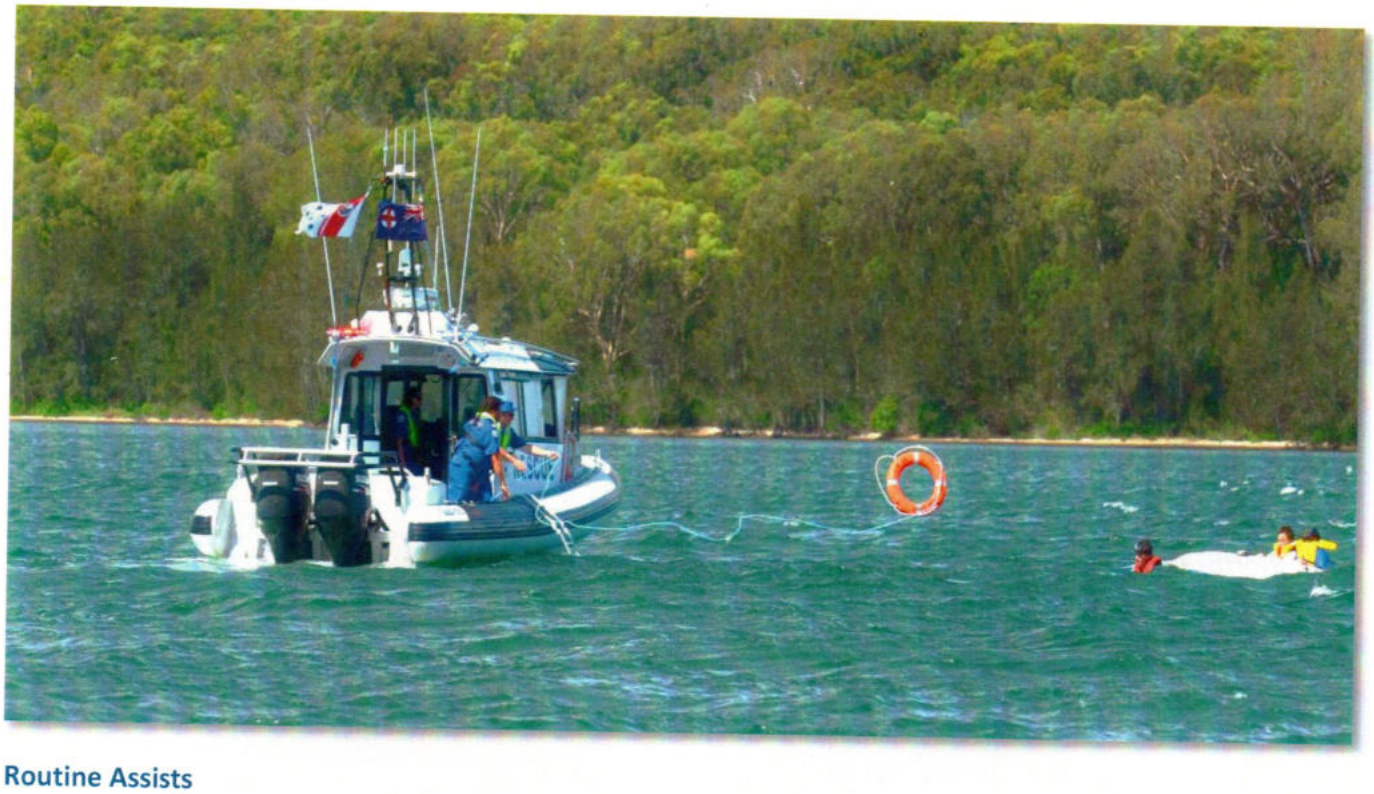
Even with this funding support, as a community-based organisation we still need to rely on our volunteers' energetic fundraising to contribute towards the cost of providing our valuable services.

Frontline Activities

MRNSW members provide an essential 24/7 public safety service to the NSW community. Our mission of saving lives on the water is executed through the following key activities:

Major Search and Rescue (SAR) Emergencies

- Crews respond to MAYDAY and distress calls offshore and on enclosed waterways, rivers and lakes
- Our crews are tasked to carry out Search and Rescue (SAR) operations by the NSW Police Force Marine Area Command, which is responsible for the coordination of rescue operations on NSW waters
- We work with other agencies on major SAR operations, including the Police Marine Area Command, the Australian Maritime Safety Authority, Surf Life Saving NSW, NSW Ambulance Service and rescue helicopter services



Routine Assists

As well as emergency SAR operations, our crews also support boaters who, although in less immediate danger, still need to be rescued. These include:

- Rescue and towage back to port due to mechanical problems, flat batteries or lack of fuel
- Escorting vessels across bars and into port during hazardous conditions
- Transporting paramedics or firefighters to vessels and isolated or inaccessible locations
- Removing boats or other objects that are navigation hazards
- Our crews also provide operational support for major activities such as the start of the Sydney to Hobart yacht race, New Year's Eve fireworks and Australia Day festivities, helping keep everyone safe to enjoy the events and being immediately at the ready should trouble strike

Radio Operations

MRNSW provides the state's only public marine radio network, through an extensive radio system and supporting infrastructure. Our Radio Operators monitor this service and deliver the following services:

- 24/7 emergency monitoring of a range of channels
- Vessel Log On and safety monitoring
- Vessel tracking
- Broadcasting regular weather forecasts
- Broadcasting emergency warnings (storm, tsunami)
- Search and Rescue communication and coordination support
- Multi-agency communications/liaison

Medical Emergencies

Our members are trained in first aid and advanced resuscitation techniques and our rescue vessels are fitted with oxygen resuscitation AED and first aid equipment.

We support and assist NSW Ambulance Paramedics to help boaters needing medical attention and also transport Paramedics to remote and inaccessible locations if required.

Community Education and Awareness

MRNSW volunteers are recognised for their maritime skills, experience and commitment to saving lives on the water. As leading boating safety advocates both on and off the water, MRNSW provides advice and vital safety information to the community. Our volunteers are heavily involved in educating the community through a range of events and mediums, and also partner with other agencies safety campaigns to strengthen boating safety awareness.

Roles and Ratings

Unit Appointments

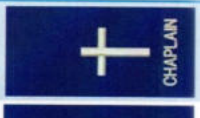
Unit members holding formal Unit Executive positions (whether they have been elected or appointed) wear epaulettes indicating their designated levels of leadership and/or administrative responsibilities.

These epaulettes denote 'rank' at a unit management/governance level. They are not to be confused with 'ratings' or the chain-of-command within a real-time operational setting (vessel crew, radio duty team).

Unit Appointments	
Unit Commander	
Deputy Unit Commander	
Unit Executive *(Treasurer /Training Officer/Administration Officer etc)	

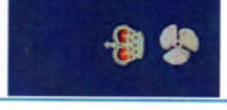
Ratings

Marine Rescue Rating epaulettes are issued to recognise the qualification level of a member in vessel and/or radio operations. Ratings are to be worn by members at all times when in uniform, except where holding an appointed 'executive' position and not engaged in operational duties at that time.

Vessel Operations		Radio Operations		Other	
Master		SAR Support Officer		Chaplain	
Coxswain		Watch Officer		Member (no rating)	
Leading Crew		Radio Operator			
Crew					
Operator (RWC/IRB)					

Headquarters Staff

Additional personnel epaulettes are outlined below.

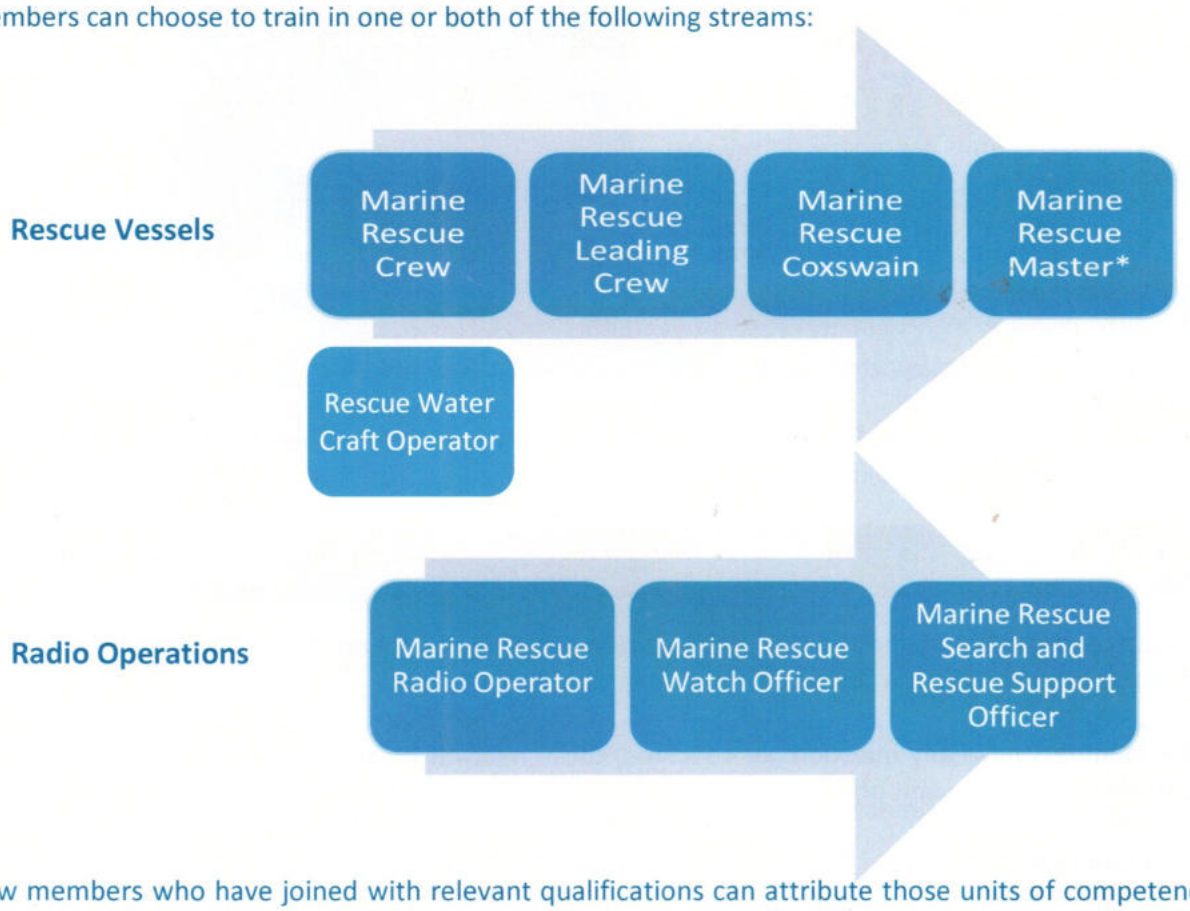
Headquarters/Staff Appointments			
Commissioner (Chief Executive Officer)		Deputy Commissioner (Director of Operations)	
Regional Controllers / *Senior Staff (operational)		Regional Training Managers / Senior Staff (operational)	

Member Training

MRNSW is a Registered Training Organisation (RTO), which means we are licensed to train our members according to recognised standards. Our competency-based training is designed by MRNSW in line with industry standards and our legislative rescue responsibilities.

MRNSW delivers marine rescue and radio operations training to members at their local units and through regional workshops facilitated by the MRNSW training team (e.g. fight fire at sea and sea survival).

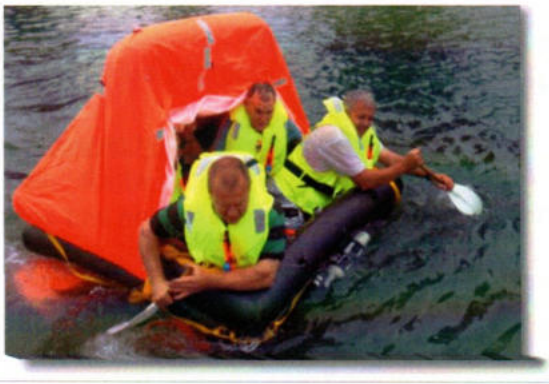
Members can choose to train in one or both of the following streams:



New members who have joined with relevant qualifications can attribute those units of competency towards their MRNSW training, as long as a certified copy of the original qualification is provided to the Unit Training Officer. A number of rescue-specific competencies and an Operational Assessment will still need to be completed however.

Unit training can start as soon as provisional membership is approved. The Unit Training Officer will provide information and support throughout. When appropriate, training resources are provided in hard copy and are also available online via OTTER.

Regional Training Managers provide significant support to unit training. They are regionally based in the: **North** (Northern Rivers/Mid North Coast); **Central** (Hunter-Central Coast/Greater Sydney); and **South** (Illawarra/Monaro).



Uniform and Personal Protective Equipment

MRNSW provides Regular Members with the uniform they need for their roles.

Once you have become a Regular Member, you will be issued with the following MRNSW uniform:

- Blue shirt – long and short sleeved
- Blue shorts and trousers (or skirt)
- Wet weather gear
- Boat shoes
- Blue wide-brimmed hat and cap
- Polarised sunglasses

Interim Uniform (Provisional Members)

Units may elect to issue Provisional Members with an interim basic uniform such as a MRNSW Polo Shirt and name-badge.

Units may also provide high-visibility vests and jackets when on site (training, fundraising etc).

Note: At the Unit Commander's discretion, a Provisional Member can be issued the full MRNSW uniform, once a MRNSW rating is gained.

Communication

Good communication is essential in any Unit and particularly for new members. A huge amount of information and key contacts are available at a Unit and through MRNSW Headquarters.

Should new members have any questions or concerns, these need to be raised in a timely and professional manner with the appropriate unit officer.

Unit Chain of Command

Understanding the concept of chain-of-command is important not only during operations but also in more general communications.

In a real-time operational situation, the lines of upwards communication and responsibility sit with the ranking officer within that team (ie Vessel Master, Watch Officer/SARSO).

Within a unit the Unit Commander is the ultimate authority and point of contact. Depending on the structure and responsibilities across various portfolio areas, other Unit Executive positions will hold delegated responsibilities (ie the Unit Training Officer for training issues). Members should direct questions or raise concerns with the appropriate personnel or to the UC if in doubt.

MRNSW Website

The organisation's website marinerescuensw.com.au provides the overarching portal through which new or prospective members can source news/information and access key contacts.

MRNSW Facebook and Twitter

Real-time news and other information can be found on both the MRNSW Facebook and Twitter feeds. Some Units also operate their own Facebook pages.

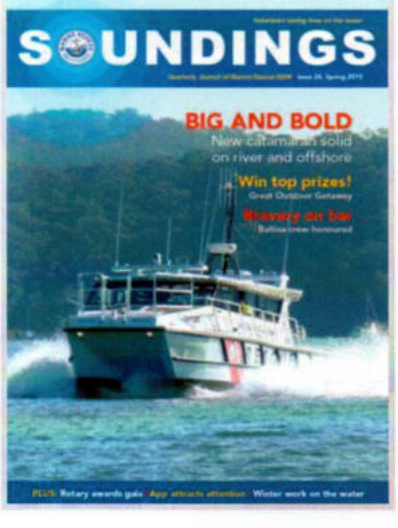
To receive consistent updates about MRNSW and other related activities, members should 'like' the MRNSW Facebook page and their own unit page.

OTTER

OTTER is the organisational unit and membership database, which is accessed via the MRNSW website. Access is restricted to authorised members only. Provisional Members are provided access to OTTER after their Crimtrac process is completed. Members can access OTTER using their personal membership number and password.

Key information and functions available through Otter include:

- Provision/update of personal contact information by the Member – important for effective communication
- Unit contacts and information
- Key unit and MRNSW documents and resources – Constitution, Policies, Standard Operating Procedures
- Uploading and storage of member training records



MRNSW Soundings magazine

The company magazine, *Soundings*, provides a quarterly update on MRNSW Headquarters and Unit news and activities.

The magazine is mailed to all MRNSW members and a VIP list. An electronic copy is emailed to all Radio Club members. Soundings is also distributed to leading boating goods suppliers, marinas, clubs and a number of public libraries and at boat ramps, boat shows and other events.

Find it on our website mrnsw.com.au

The Rescue Fleet

MRNSW has a rescue fleet of 90 frontline rescue vessels, which vary in size and capabilities from small 'enclosed-waters' assets, through to larger offshore SAR vessels that can operate out to 30 nautical miles.

Our rescue vessels are outfitted and operate to statutory and Marine Rescue NSW/Marine Area Command requirements and represent one of the largest and most capable marine rescue fleets in Australia.

Within this fleet, Rescue Water Craft (jetskis) provide a fast-response and manoeuvrable capability, particularly suited to working on bars and in shallow enclosed waters.

Expectations of Members and MRNSW

As emergency service personnel, MRNSW members are expected to conduct themselves professionally at all times, both in person and also in their written communications with other members and the public.

A high standard of conduct generates a sense of confidence and trust of our organisation within the community and confidence in our skill and credibility among our rescue and emergency services partners.

MRNSW expectations around behaviour and commitment of members include:

- Abiding by the MRNSW Code of Conduct, Constitution, Policies and Standard Operating Procedures
- Acting with the highest levels of personal and professional behaviour
- Attending rostered duties
- Performing roles safely, with due attention to Workplace Health and Safety
- Obeying lawful instruction of superiors
- Operating equipment responsibly
- Undertaking required training to become and remain competent in assigned duties
- Maintaining active membership of your Unit, except when on a period of approved leave
- Participating in fundraising and other unit activities as required
- Engaging in constructive and professional communication and respecting the chain of command
- Adhering to the organisations values of *Service, Teamwork, Professionalism, Respect and History*
- Providing appropriate assistance to members of the public and MRNSW in line with the MRNSW mission
- Dressing professionally and appropriately , relative to their positions
- Not using positions for personal gain
- Not discriminating against, harassing or bullying any other member of MRNSW or members of the public on the ground of gender, race, religion, age, disability, marital status, sexual preference or political opinion
- Being able to put personal differences aside for the betterment of the unit and the organisation

Expectations of MRNSW

Our members can expect that MRNSW will:

- Provide a safe, supportive and encouraging workplace environment
- Maintain open and transparent lines of communication
- Apply the MRNSW Constitution, Rules, Policies and Procedures fairly and transparently
- Provide them with training and assistance to help them gain the skills and knowledge they need to perform their duties effectively and safely
- Provide them with uniforms and appropriate personal protective equipment
- Recognise their contributions to the organisation

Volunteers saving lives on the water